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# TennIIS

## Frequently Asked Questions (FAQs)

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# I. Tennessee Immunization Information System (TennIIS)

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## A. General TennIIS Questions

### **What is TennIIS?**

The Tennessee Immunization Information System (TennIIS) is a statewide Immunization registry developed by the TN Department of Health to be a comprehensive source of immunization records for Tennessee residents. It serves as an electronic resource for medical professionals, pharmacists, and school officials that streamlines the process of recording and retrieving immunization records from the TN Department of Health. TennIIS also offers other useful applications such as printing ICVTs (Immunization Certificate Verification Tool) and vaccine forecasting.

### **Why did the TN Immunization Program decide to change from the old registry system TWIS to the new system TennIIS?**

The TN Immunization Program is in a constant state of improvement and in November 2014 implemented the new TN Immunization Information System called TennIIS. This new system TennIIS offers numerous features that were not available with the legacy system TWIS. Although it may be challenging to make such a transition, registry users and Tennesseans will greatly benefit from this change.

## ***1. TennIIS Facility Registrations and the Point of Contact (POC)***

### **Who can register to user TennIIS?**

Any healthcare providing facility, pharmacy, school district or daycare may apply to register for TennIIS.

### **Is a facility required to register for TennIIS?**

Although a facility is not required to register for TennIIS, it is highly encouraged. If a facility intends on enrolling in the VFC program, then TennIIS registration is required.

**How do I register a new facility in TennIIS?**

TennIIS Registration is the process through which providers sign up to gain access to the Tennessee Immunization Information System. Please note that schools are grouped and registered in TennIIS by School Districts when applicable.

To begin TennIIS registration, go to the TennIIS home page at <https://www.tennesseeiis.gov>. On the TennIIS homepage, simply click on the blue menu bar labeled "Register to use TennIIS". Once this menu expands, click on the link "Online Provider Registration Request" located at the bottom of the expanded menu. Please note that TennIIS registration does not enroll your facility for Vaccines For Children (VFC).

TennIIS Registrations are usually processed within 1-2 business days. A facility's Point of Contact will receive an email confirmation with a list of the facility's active TennIIS users.

**My facility is already registered and active in TennIIS, how do I add new users or inactivate existing users?**

Once a facility is registered and active in TennIIS the Point of Contact (POC) may request to add new users, update or inactivating existing users by emailing us directly at [TennIIS.Registration@tn.gov](mailto:TennIIS.Registration@tn.gov).

Simply include the following information in your email request: the user's name, work phone number and email address, and the facility(s) in which they work. \*Please be sure to include the facility(s) full contact information such as name, phone number, address, and VFC number if applicable.\*

**Who is the Point of Contact (POC) and what are their responsibilities?**

The designated Point of Contact (POC) is responsible for managing their facility's TennIIS users and communicating directly with the Immunization Program any user updates. Please let us know should you have any TennIIS users to add, have existing users to updated or set as inactive.

**As the POC, how do I request to add new TennIIS users or set existing users inactive?**

A facility's Point of Contact (POC) may request to add new users or inactivating existing users by contacting the TennIIS Registration team directly at [TennIIS.Registration@tn.gov](mailto:TennIIS.Registration@tn.gov).

Simply include the following information in your email request: the user's name, work phone number and email address, and the facility(s) in which they work. \*Please be sure to include the facility(s) full contact information such as name, phone number, address, and VFC number if applicable.\*

**I am the POC for my facility, how often should I update my facility's TennIIS user list?**

The facility designated Point of Contact should be responsible for maintaining a communication with TennIIS and the VFC program. We recommend reviewing and updating TennIIS user lists at least once a month depending on the volume of a facilities users and the

frequency of turnover. Updates including adding new users, updating and inactivating existing users, may be sent to [TennIIS.Registration@tn.gov](mailto:TennIIS.Registration@tn.gov).

### **What is the non-disclosure form and how is it different from Vaccine for Children (VFC) Enrollment?**

The Non-Disclosure form is a form signed by an authorized provider to allow the providers' office access to the Tennessee Immunization Information System (TennIIS). In TennIIS, the annual Non-Disclosure Agreements that were utilized in the past are no longer necessary. Instead, each user is prompted with an agreement the first time they sign into TennIIS. Each individual user must accept a standard data confidentiality agreement before gaining access to TennIIS.

However, VFC Enrollment is an annual process through which vaccine providers in Tennessee apply to participate in the federally funded VFC program.

## **2. TennIIS Users**

### **Can I share a TennIIS user account?**

Sharing user accounts is prohibited in TennIIS. Everyone who accesses TennIIS must have their own username and password. To request a username, please email [TennIIS.Registration@tn.gov](mailto:TennIIS.Registration@tn.gov).

### **I was an active user in the previous system TWIS, how do I access TennIIS?**

If you were a user of the legacy system TWIS, then your username would have transferred over to the new system TennIIS. If users haven't logged into TennIIS yet, their temporary password is **W3lcome!** (the exclamation mark must be entered at the end). \*This password should be changed the first time users log into TennIIS.

### **How can I reset my TennIIS password?**

Provided that a user's email address is up-to-date in their TennIIS profile, users are able to reset their own TennIIS password via the *Forgot Password* link located on the TennIIS Login page.

Requests for user profile updates including name, email address, or for assistance resetting a password, please contact the TennIIS Help Desk at (844) 206-9927 or [TennIIS.Help@tn.gov](mailto:TennIIS.Help@tn.gov).

### **How do I check to see if my profile information is up to date?**

To check your user profile information, simply click on the Settings tab located along the left menu bar. When the Settings tab expands, select the Personal button in the expanded menu.

Requests for user profile updates including name, email address, or for assistance resetting a password, please contact the TennIIS Help Desk at (844) 206-9927 or [TennIIS.Help@tn.gov](mailto:TennIIS.Help@tn.gov).

**How do I update the organization/facility that my user profile is assigned to?**

If you are not assigned under the correct facility, have moved to a different facility, or if changes need to be made to the organization/facility structure, please contact us at [TennIIS.Registration@tn.gov](mailto:TennIIS.Registration@tn.gov).

This is important as vaccine/patient information is linked to the facility in which the user entering the data is logged into at the time of entry.

**I float between facilities within my organization. Do I need a different username for each facility?**

It may be possible for users to have a single username and yet have access to other TennIIS facilities within their organization. However for this to be possible, facilities must be registered in TennIIS under the same organization.

The Point of Contact (POC) may request their staff's user access level be updated from *Facility Client* to an *Organization Client* access level by contacting the TennIIS User Support at [TennIIS.Registration@tn.gov](mailto:TennIIS.Registration@tn.gov).

If the POC suspects that changes need to be made to the organization/facility structure, please contact us at [TennIIS.Registration@tn.gov](mailto:TennIIS.Registration@tn.gov).

### **3.     *Patient Information and Vaccination Records***

**How do I report duplicate patient records in TennIIS?**

As a TennIIS user, you are able to report duplicate patient records within TennIIS from the patient search screen. Please follow these steps to report duplicate patient records found in TennIIS:

- Search for the patient using parameters that will allow for all possible duplicates to appear in the Patient Search Results. (i.e. search by first name and DOB; last name and DOB; etc.)
- At the bottom of the Patient Search Results screen, click the Report Duplicates button.
- At the top of the screen, select the Reason for De-duplication, either Patient/Parent or Provider identified.
- In the Select column, click the boxes to identify all duplicated patient records from the patient search results.
- Once all duplicate records have been selected, click the Report Duplicates button located at the bottom of the screen.
- On the Patient Set Merge screen, select the record that will serve as the Master Patient Record. This is usually the patient record with the correct name and most current information.
- Finally, click the Merge button at the bottom of the Patient Set Merge screen.

A request for merging the selected records will be sent to the TN Immunization Program's (TIP) central office for review and processing. In the meantime, vaccines should be added to the record selected as the Master Patient record.

Record merging issues may be faxed to the attention of Becky Pearsall at (615) 532-8526.

Note that patient information such as vaccination records or copies of immunization certificates should not be sent through email.

### **How do I report a suspected bad merging of patient records?**

Here are some of the indicators that a bad merge of patient records may have occurred:

- One twin is in TennIIS but not the other
- Patient is not found in TennIIS but the patient was in TWIS
- Different names are listed in the child column in the *Patient Address History* section of the Demographic screen
- Too many vaccine dates are listed on the *Vaccination View/Add* screen

If you suspect a bad merging of patient records, please report them to the TennIIS Help Desk at [TennIIS.Help@tn.gov](mailto:TennIIS.Help@tn.gov) or (844) 206-9927.

### **What is the proper procedure for updating an adopted child's immunization record?**

The process for changing pre-adoption records to post-adoption records begins with submission of the adoption court order and the patient's demographic information (name, address, guardian name, SSN, race, and ethnicity) to the TN Immunization Program Central Office. These documents should be faxed to 615-532-8526 Attn: Becky Pearsall. When the process is complete, the post-adoption record will contain immunizations that have been automatically copied from the pre-adoption record. In addition, access to the pre-adoption record will be permanently blocked.

### **How do I correct an inaccurate vaccine record in TennIIS if I did not enter the original data/vaccine?**

Any user with edit privileges can delete *history* shots in TennIIS that have been entered by users associated with other facilities. Users can also delete *administered* shots that were entered by users in the same facility. However, users will not be able to delete an *administered* shot entered by users associated with other facilities.

For correction of *administered* shots entered by another provider, please fax a copy of the correct record (a printout from your EHR or paper medical record) highlighting the vaccines that need to be changed to (615) 532-8526 Attn: Allen Hardin. Be sure to describe the issue on the fax cover sheet. \*Please do not send a copy of the Immunization Certificate as the immunization record (unless this is the only information available).\*

**What are inactive patients in TennIIS?**

Patients can be marked as inactive in TennIIS when they have (1) moved or gone elsewhere, (2) moved out of state, (3) changes to another provider, or are (4) deceased. Inactive status can be edited on the patient demographic screen. If a patient you look up is marked inactive, you can re-activate them to add vaccinations. If a patient was incorrectly marked as deceased please contact us at [TennIIS.Help@tn.gov](mailto:TennIIS.Help@tn.gov).

**Can a patient contact the TN Immunization Program (TIP) directly to request their immunization record?**

Patients are encouraged to go to their local Health Department to request immunization records. However, personal immunization record requests may be sanctioned by the TN Department of Health Central Office provided that an official request / authorized release form is submitted. Once completed, this form may be fax to (615) 523-8526 or scanned to [Allen.Hardin@tn.gov](mailto:Allen.Hardin@tn.gov) Attn: Allen Hardin.

## ***4. Immunization Certificate Validation Tool (ICVT) and the Forecaster***

**Why can't I produce an immunization certificate for a college student or adult?**

The Tennessee Immunization Certificate is intended to be used for children in childcare through 12th grade. Because it is not intended to be used for adults, there is no workaround to produce an immunization certificate for adults in TennIIS.

What you should do for an adult over 18 that needs a record: Print a Patient Record Report. TennIIS users can find this report by clicking on Reports, then Patient Record. The best report is All Recorded Vaccinations (option 2). It shows all vaccines in TennIIS organized by vaccine family, the date the vaccine was given and the age of the patient when given. A complete vaccination forecast (what is due or overdue) for the patient is included. Because the report is on plain paper, we recommend users stamp it or label it with the facility and/or provider name and contact information.

**I need to report an immunization certificate with an error. Who should I contact?**

Please fax immunization certificates that have a problem to the attention of Becky Pearsall at (615) 532-8526. Patient information, such as vaccination records, or copies of immunization certificates should not be sent through email.

**What is the Forecaster?**

The Forecaster is an extremely helpful tool that will forecast future immunizations for a patient based their information and vaccinations recorded in TennIIS. The Forecaster also provides the appropriate quantity and intervals for future immunizations.

## **B. Health Departments and PTBMIS/EHRs**

### **What is the Health Department Restructure?**

Health Departments in the rural regions are being reorganized in TennIIS so that the organization is the region, and the facility is the co-site (health department site). When looking at a shot record administered or recorded at a rural health department, the location information will appear as: Organization: South Central Public Health Region, All Clinics  
Facility: 02801 – Giles Co. Health Dept. This restructuring will be completed on 2/13

### **I work for the TN Health Department, how do I request a new user to TennIIS?**

Health Department users should submit requests to add new user or inactivate users to their Regional System Administrator. Please include the users DC number when submitting a request.

### **Why can't I see the 'Add Administered' button on the Vaccination View/Add screen?**

Health Department users are blocked from having access to this button because Health Department users should enter administered vaccines into PTBMIS since PTBMIS is the billing system for services rendered. No Health Department user should see the 'Add Administered' button.

If Health Department users have entered administered vaccines into PTBMIS but the vaccines are delayed in transferring into TennIIS, the administered vaccines may then be manually entered into TennIIS as history doses by clicking the 'Add Historical' button on the Vaccination View/Add screen. When the delayed vaccines arrive in TennIIS as administered doses from PTBMIS, they will overwrite the history doses that the user entered previously.

### **Who should I contact if I have an issue with the Patient Tracking Billing Management Information System (PTBMIS)?**

PTBMIS the electronic information management system used by health departments is managed by Tennessee Information Technology Office. All questions regarding the PTBMIS interface with TennIIS should be directed to your local Systems Administrators (Sys Admin). If you do not know who your Sys Admin is, please can contact your regional health department office for guidance.



## C. TennIIS Training

### **I need to learn how to use TennIIS, what can I do?**

There are many training opportunities available for TennIIS users. TennIIS quick reference training guides, videos, and webinars are always available. Users can find these tools and other helpful resources located under the blue TennIIS Training tab located on the TennIIS homepage.

### **How do I sign-up for a live TennIIS Training webinar?**

Live TennIIS Training webinar are offered for VOMS users, Manual Entry users, and View Only users (e.g. school users who cannot edit but can only view immunization records and print ICVT certificates). The training schedule is also posted on the TennIIS homepage.

To sign-up for a live TennIIS Webinar Training, please contact us at [TennIIS.Training@tn.gov](mailto:TennIIS.Training@tn.gov), including your name, facility name and contact information, and the webinar that you would like to attend.

### **I would like my staff to receive more hands-on training. Does TennIIS Training offer on-site trainings?**

On-site training sessions are available during off-peak immunization months (October-May). To inquire about on-site training, please contact us at [TennIIS.Training@tn.gov](mailto:TennIIS.Training@tn.gov) for more information.

### **I want to stay current on TennIIS system updates. How do I sign-up to receive the TennIIS Updates monthly newsletter?**

TennIIS is in a constant state of improvement. To help keep TennIIS users up to date, users are encouraged to sign-up to receive the TennIIS Updates. The TennIIS Updates is a monthly email publication that informs users of system updates, and offers guidance and other helpful tips. To sign-up for the TennIIS Updates, please contact us at [TennIIS.Training@tn.gov](mailto:TennIIS.Training@tn.gov).

## D. Electronic Trading Partners (ETP) and Meaningful Use (MU)

### **I am interested in Meaningful Use (MU) and becoming an Electronic Trading Partner (ETP), what is the first step and who should I contact?**

To inquire about the public health, Immunization Registry Meaningful Use requirement and becoming an ETP, the first step is to contact the Meaningful Use team at [TennIIS.MU@tn.gov](mailto:TennIIS.MU@tn.gov).

### **How do I view the Meaningful Use registration?**

The Immunization Registry has a new registration tool for Eligible Professionals and Hospitals who intend to exchange data with the Immunization Registry and meet Meaningful Use (MU) requirements. Current trading partners do not need to take further actions. Please follow these next steps to view the new Meaningful Use Registration:

- Go to <https://apps.health.tn.gov/twisprod/RegisterMU/MUregistration.asp>
- Click on the *Trading Partner Registration* located near the upper right hand corner.
- On the Trading Partner Registration page, you may then select either Returning Users *Log In* or New Users *Sign Up*.

Once this process has been completed, your facility will be registered for Meaningful Use and you will be able to see your facility's progression through the process as you complete your milestones. Please note that the MU registration does not automatically register you or your facility in TennIIS.

### **How are organization and facility defined in TennIIS? How should I structure my organization when registering to exchange data with the immunization registry?**

Definition of Organization and Facility – The Immunization Information System (IIS) supports a 2-tier hierarchy of locations. Organizations are the top tier and typically identify the legal entity. Facilities are the bottom tier and typically identify physical locations of each provider office or practice. Patients, vaccinations, and the Vaccines for Children (VFC) Provider Identification Number (PIN), if applicable, are at the facility level. An organization may have one or more facilities but a facility may only be a member of one organization. The Trading Partner must make the Tennessee Department of Health (TDH) aware of their hierarchical structure and must notify TDH when this structure changes (for example, when new facilities are added or removed from an organization).

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## II. Vaccines For Children (VFC)

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### A. General VFC Questions

#### **What is the difference between VFC Enrollment and TennIIS Registration?**

A TennIIS Facility Registration is a voluntary process through which providers sign up to gain access to the TN online immunization registry. TennIIS registration does not enroll a facility in the Vaccines For Children (VFC) program. Although TennIIS registration is on a voluntary basis for most providers, providers who wish to participate in the VFC program are required to register in TennIIS.

VFC Enrollment is the process through which healthcare facility signs up to participate in the federally funded Vaccines For Children (VFC) program. Enrollment happens once a year and is renewed annually. Providers that are interested in VFC enrollment and have questions about the enrollment process may contact the VFC enrollment team directly at [VFC.Enrollment@tn.gov](mailto:VFC.Enrollment@tn.gov).

#### **My facility is interested in enrolling (or re-enrolling) in the VFC program, who should I contact?**

To inquire about the VFC enrollment process or the annual re-enrollment, please contact the VFC enrollment team at [VFC.Enrollment@tn.gov](mailto:VFC.Enrollment@tn.gov).

#### **I can't find where to complete my VFC annual re-enrollment in TennIIS, what should I do?**

Only providers who had the permission to order vaccines are able to access the provider re-enrollment form in TennIIS. If you have vaccine ordering permission, look under the Orders/Transfers tab for the Provider Agreement option. If you are not able to see the Provider Agreement option, email [Sue.Laaser@tn.gov](mailto:Sue.Laaser@tn.gov)

#### **Will the VFC Enrollment training be recorded and listed on the TennIIS Homepage?**

The VFC Enrollment training webinars will be recorded and posted on TennIIS after the live webinars start.

#### **My facility is registered in TennIIS and has completed VFC enrollment, what do I do next?**

After TennIIS registration and VFC enrollment is complete, the designated Vaccine Coordinators must complete the required VOMS training. Links to approved training can be found on the TennIIS homepage located under the blue VFC Program Information tab.

**Our facility needs to update the information on the Provider Agreement and/or the designated Vaccine Coordinator, what should I contact?**

Contacting the VFC program immediately will eliminate much confusion and delays in vaccine ordering. Please contact the VFC program at [VFC.Enrollment@tn.gov](mailto:VFC.Enrollment@tn.gov) and [TennIIS.VOMS@tn.gov](mailto:TennIIS.VOMS@tn.gov) with any updates regarding the Primary or Back-Up Vaccine Coordinators.

The VFC enrollment team will update your facility's contact information and the VOMS team will apply Vaccine Management permissions as needed, provided that the required VOMS training has been completed. If you have additional questions, please contact the VFC Help Desk at [VFC.Help@tn.gov](mailto:VFC.Help@tn.gov) for further guidance.

## **B. Vaccine Ordering and Management System (VOMS)**

**I have completed the required VOMS training. Where do I send my certificate of completion?**

Once you have completed the required VOMS training, certificates may be sent to the VFC program at fax number (615) 401-6831 or scanned to [VFC.Enrollment@tn.gov](mailto:VFC.Enrollment@tn.gov).

**I do not have Vaccine Management permissions yet, what should I do?**

Only after completing all required training and then submitted documentation to the VFC program, may Vaccine Management permissions be applied. If this is the case, please email your request to the VOMS team at [TennIIS.VOMS@tn.gov](mailto:TennIIS.VOMS@tn.gov).

**Who can I contact with questions regarding vaccine ordering and management including ordering, reconciliation, transfers, and returns?**

For all questions regarding vaccine ordering and management, please contact the Vaccine Ordering & Management Systems (VOMS) team directly at [TennIIS.VOMS@tn.gov](mailto:TennIIS.VOMS@tn.gov).

**How do I return expired VFC program vaccines?**

Expired VFC vaccine can be returned to the distributor McKesson by submitting a request in TennIIS. The option to submit a Vaccine Return request will appear on the Orders/Transfers tab under Vaccine Returns after the vaccine doses have been marked as expired on a submitted or saved inventory/reconciliation report.

Providers must first enter the returns on the Reconciliation page *and* print the Vaccine Return Packing Slip. \*Do not inactivate vaccines on the VOMS Reconciliation Page until after this step has been completed! Please add your facility's VFC pin number to the packing slip before including it in the box with the returning vaccines. (Note that the pop-up blocker

must be turned off to complete this step and that the packing slip cannot be regenerated in TennIIS.)

If you are unable to print the vaccine packing slip initially you can go to Orders/Transfers - Search History. Click the radio button for returns and to search for the latest return you would like to print. Once found, click the arrow to the left of that return to print. Please remember to add your VFC Pin number to this packing slip.

If you are unable to see or print the slip, or if you misplace it, contact [TennIIS.VOMS@tn.gov](mailto:TennIIS.VOMS@tn.gov) for guidance. A return mailing label will be sent to you from McKesson. This process can take a few weeks.

**I need to transfer vaccines to another facility because I will not be able to use these vaccines. When transferring vaccines, what organization and facility do I select in TennIIS?**

To complete a vaccine transfer in TennIIS you must first find a provider in your area that would want the vaccines. Once they have agreed to receive the vaccines, you place a transfer request in TennIIS, selecting the facility that expressed interest in your vaccines. Your VFC Field Representative can help determine which providers in your area may be interested in a vaccine transfer.

**What if I physically transferred vaccines to the specific facility, but I did not transfer the vaccines in TennIIS?**

Vaccines transfer requests must be approved in TennIIS prior to physically transferring vaccines.

**Why can't I manually add manufacturer and lot number for private stock vaccines in TennIIS?**

When administered vaccines are entered manually through the web portal into TennIIS, the manufacturer and lot number fields can only be used by healthcare providers with vaccine inventory in TennIIS. At this time, only Vaccines for Children (VFC) providers are allowed to add VFC vaccine inventory to TennIIS. This decision was made at the November 2014 go-live for TennIIS. We wanted to make sure that the vaccine inventory process was working as intended before we allowed the addition of private stock vaccine to TennIIS. We may allow the addition of private stock vaccine at some future date.

When immunizations are electronically submitted to TennIIS, manufacturer and lot number are added to TennIIS if this info is included in the submission. Vaccine inventory in TennIIS is not required when this info is submitted electronically.

## C. VFC Quality Assurance

### **Who should I contact with vaccine storage and handling questions?**

For all questions regarding vaccine storage, handling, and compliance please contact the VFC Quality Assurance team directly at [TennIS.Help@tn.gov](mailto:TennIS.Help@tn.gov).

### **I have a temperature excursion, what do I do?**

In the event of a temperature excursion, never assume vaccines are spoiled. Instead, immediately store the vaccines in a cool safe place and write down the following information:

- Time the excursion is detected
- Approximate duration of the excursion
- Ambient (room) temperature
- Storage unit temperature, minimum and maximum during excursion
- Inventory of all affected vaccines

This information is necessary to assess the validity of the affected vaccines. Once the data is collected, label storage unit *"Do Not Use Vaccines until notified by the Quality Assurance Team"* and then immediately call the VFC program at (615) 532-6616. If there is no answer, please call (800) 404-3006.

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## III. Tennessee Immunization Program (TIP) Contact Information

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- **TennIIS Help Desk** Phone: (844) 206-9927 / [TennIIS.Help@tn.gov](mailto:TennIIS.Help@tn.gov)
    - For general TennIIS assistance, please contact the TennIIS Help Desk
  - **Patient Record Corrections** Fax: (615) 532-8526 / [TennIIS.Help@tn.gov](mailto:TennIIS.Help@tn.gov)
    - For reporting issues regarding patient records including vaccine corrections, bad merges, and duplicates
  - **TennIIS Facility Registrations** [TennIIS.Registration@tn.gov](mailto:TennIIS.Registration@tn.gov)
    - For information on how to register a new facility in TennIIS, add/inactive users, or applying the standard TennIIS user permissions
  - **Meaningful Use and Electronic Data Trading** [TennIIS.MU@tn.gov](mailto:TennIIS.MU@tn.gov)
    - For information on Meaningful Use (MU) or Electronic Trading Partners (ETP)
  - **TennIIS Training** [TennIIS.Training@tn.gov](mailto:TennIIS.Training@tn.gov)
    - To sign-up for a live TennIIS Training webinar, arrange training for your facility's TennIIS users, or to sign-up for the TennIIS Updates newsletter
  - **VFC Enrollment** Fax: (615) 815-8526 / [VFC.Enrollment@tn.gov](mailto:VFC.Enrollment@tn.gov)
    - For information regarding Vaccines For Children (VFC) enrollment or to update facility information and the Provider Agreement
  - **VOMS – Vaccine Ordering and Management Systems** [TennIIS.VOMS@tn.gov](mailto:TennIIS.VOMS@tn.gov)
    - For information on vaccine management including ordering, reconciliation, returns, apply Vaccine Management permissions, or the required VOMS training
  - **VFC Quality Assurance** [VFC.Help@tn.gov](mailto:VFC.Help@tn.gov)
    - For information regarding proper vaccine storage, handling, temperature excursions and compliance
  - **VFC Help Desk** [VFC.Help@tn.gov](mailto:VFC.Help@tn.gov)
    - For general VFC questions, please contact the VFC Help Desk
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